

PAUL SAPIO

Executive technology leadership — the judgment to buy, the discipline to govern, and the technical depth to build.



ps@paulsapio.com (702) 937-5102 paulsapio.com linkedin.com/in/paulsapio ● Henderson, Nevada

\$900K+

CUMULATIVE COST
REDUCTION SINCE 2023

\$5M+

ANNUAL IT BUDGET OWNED

5,000+

ENDPOINTS · 8 CAMPUSES ·
6 BRANDS

17

YEARS TECHNOLOGY
LEADERSHIP

Chief Information Officer with 17 years of technology leadership across education and software organizations. Directs enterprise IT strategy, cybersecurity, and AI-enabled platform delivery for a six-brand, eight-campus education group — owning a \$5M+ annual budget and a 20-person IT organization supporting students, faculty, and staff across 5,000+ endpoints. Delivered \$900K+ in verified cost reduction through vendor consolidation, operational redesign, and purpose-built systems, with the technical depth to challenge vendors and personally validate what the teams build.

(01) EXPERIENCE

DEC 2023 — PRESENT
LAS VEGAS, NV

Chief Information Officer

Mikhail Education Corporation · Promoted from Vice President of Information Technology

- Direct enterprise technology strategy and a \$5M+ annual budget across six brands and eight campuses — every major investment governed by a documented build-vs-buy analysis.
- Lead and develop a 20-person IT organization supporting students, faculty, and staff on 5,000+ endpoints, with executive accountability for uptime, service levels, and business continuity.
- Delivered \$900K+ in cumulative technology cost reduction since 2023 — roughly two-thirds from consolidating overlapping SaaS and vendor contracts, the balance from operational redesign and purpose-built in-house platforms.
- Own the enterprise cybersecurity and risk program — GLBA Safeguards Rule, FERPA-aligned data controls, PCI DSS scope, and NIST CSF-aligned governance, with annual audits, penetration testing, and incident response.
- Govern AI adoption enterprise-wide; delivered nine production platforms, including AI systems that have processed 300K+ responses since launch across admissions, financial aid, and student support with human-in-the-loop review.
- Set engineering standards for in-house software: multi-tenant row-level security, least-privilege access, and no-PII-by-default architecture.

NOV 2018 — DEC 2023
LAS VEGAS, NV

Vice President of Information Technology

Mikhail Education Corporation

- Led corporate IT operations and strategic planning across five institutional brands; promoted to CIO after five years.
- Consolidated five brands onto standardized SIS, CRM, and LMS platforms on shared cloud infrastructure, cutting per-seat licensing costs roughly 30%.
- Stood up fully remote instruction and operations for every campus in under three weeks during the 2020 shutdown — without losing an academic term or experiencing a material security incident attributable to the transition.
- Centralized five brand-level help desks into one corporate support function, cutting average ticket resolution time by roughly 40%.

AUG 2013 — PRESENT
FULL-TIME 2013–18,
CONCURRENT SINCE

Co-Founder & Chief Information Officer

ChatDrive — chatdrive.com

- Founded and scaled an embeddable live-chat SaaS serving 50+ schools and nonprofits — full-time 2013–2018, operated concurrently with executive roles since.
- Routed 1M+ visitor conversations with sustained 99.9% uptime, turning website visitors into qualified admissions leads and efficiently routed support conversations.
- Replatformed the service off a no-code stack — completed without customer reinstalls, billing interruption, or subscription revenue loss.

OCT 2009 — JUL 2013
TEMPE, AZ

Senior Operations Analyst & IT Director

Delta Career Education Corporation

- Directed IT infrastructure, security, and call-center analytics for a multi-campus education company — SQL reporting, staffing forecasts, and daily executive reporting.

Enterprise Leadership

Enterprise technology strategy · Digital transformation · IT governance · Budget & vendor management · Contract negotiation · Change management · Team development

Security, Risk & Continuity

Cybersecurity & risk management · GLBA Safeguards Rule · FERPA-aligned controls · PCI DSS · NIST CSF · Business continuity & disaster recovery · Incident response

Platforms, Data & AI

AI governance & adoption · AI systems integration, orchestration, evaluation & guardrails · Enterprise architecture · Cloud strategy · SIS, CRM, LMS & ERP ecosystems

TECHNICAL DEPTH Next.js / React · React Native / Expo · Supabase / PostgreSQL · SQL · Web, mobile & desktop delivery · Zero-downtime migrations

Western Governors University

B.S. Cloud and Systems Administration, Information Technology · 2020

Massachusetts Institute of Technology

Professional Certificate (non-degree), Machine Learning & Artificial Intelligence · 2023

CCNP

CCNA

AWS CERTIFIED SYSOPS ADMINISTRATOR – ASSOCIATE

MCSA: WINDOWS SERVER 2012

COMPTIA SECURITY+

COMPTIA CLOUD+

COMPTIA LINUX+

COMPTIA PROJECT+

ITIL FOUNDATION